

What is claimed is:

1. A computer-implemented method for managing an investigation case, the method comprising:
  - a) receiving a case from a client;
  - b) assigning an investigator to the case; and
  - c) managing the case on behalf of the client and the investigator by a case manager.
2. The method of claim 1, wherein the step of receiving a case from a client comprises:
  - a) accessing a case entry form via the case manager Web site;
  - b) entering certain case information into the case entry form; and
  - c) submitting the case via the case manager Web site.
3. The method of claim 2, wherein the step of entering certain case information into the case entry form is accomplished by the client.
4. The method of claim 2, wherein the step of entering certain case information into the case entry form is accomplished by the case manager.
5. The method of claim 2, wherein the certain information is selected from the group consisting of case type profile, primary client contact, completion due date, subject's first and last names, subject's zip code, budget amount, and investigator selection.
6. The method of claim 1, wherein the investigator is assigned from an investigator network.

7. The method of claim 1, wherein the investigator is assigned from a preferred investigator list.

5 8. The method of claim 1, wherein the step of assigning the investigator to the case is automatic.

9. The method of claim 1, wherein the step of assigning the investigator to the case is manual.

10 10. The method of claim 1, wherein the step of assigning an investigator to the case comprises:

- a) identifying a qualified investigator from an investigator network based on at least one parameter;
- b) calculating a budget for the case; and
- c) sending notification to the investigator requesting acceptance of the assignment to the case.

11. The method of claim 10, wherein the notification is an email message having a hyperlink associated with a case manager's Web site.

12. The method of claim 10, wherein the at least one parameter is a zip code of a subject being investigated.

25 13. The method of claim 10, wherein the qualified investigator has a valid insurance policy that is recorded and has a valid license in a state that requires an investigation license.

14. The method of claim 1, wherein the step of managing the case on behalf of the client and the investigator by a case manager comprises:

- a) entering time and expense entries by the investigator; and
- b) reviewing time and expense entries entered by the investigator.

15. The method of claim 1, wherein the step of managing the case on behalf of the client and the investigator by a case manager further comprises:

a) generating standardized reports and invoices regarding each case.

5

16. The method of claim 1, further comprising the steps of:

a) providing a client enrollment form via the case manager Web site to allow client applicants to enroll as clients; and

b) providing an investigator enrollment form via the case manager Web site to allow investigator applicants to enroll as investigators.

10

17. The method of claim 16, wherein the investigators are organized according to geographic area and zip codes within the geographic area.

18. A computer-implemented method for managing a service procedure provided by a sub-contractor, the method comprising:

a) receiving a request for a service procedure from a customer;

b) assigning a sub-contractor to the service procedure; and

c) managing the service procedure on behalf of the customer and the sub-contractor by a manager.

20